

<p align="center"><b>AZNet SLAs and Operations Scorecard - July 2007</b></p>	
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Service Level Agreement	Target		SLA	SLA by Zone				Ticket Metrics		
				A	B	C	D	Ticket Count	Ticket Time	Average
CRITICAL SERVICE LEVEL										
Severity Level I (MTTR)	see 1.1	0.00	0.00	0.00	0.00	0.00	0.00	0	0.00	N/A
Severity Level II (MTTR)	see 1.2	-24.52	-21.56	-2.96	0.00	0.00		6	14.48	2.41
Tier I Availability*	99.999%	99.995%					1	3.03	3.03	
Tier II Availability*	99.99%	99.998%					4	9.48	2.37	
Tier III Availability*	99.9%	100.000%					1	1.96	1.96	
Tier IV Availability*	98%	100.000%					0	0.00	N/A	
Site Chronic Problem	see 1.3	0								
PMO Escalation	see 1.4	0%					Ticket Count	# Missed	Average	
STANDARD SERVICE LEVEL										
Severity Level 3 Tickets Responded to on Time*	100%									
Trouble Tickets Not Reopened	98%	99%								
Service Requests Not Ticket Reopened	98%	99%								
On-Time Completion of Services*	95%	100%								
On-Time Completion of Projects*	95%	TBD								
Time to Dispatch*	98%	53%								
SYSTEM SERVICE LEVEL										
	May	Jun	Jul							
Severity Level I	-7.63	-7.11	0.00							
Severity Level II	-42.15	-51.97	-24.52							
Tier I Availability*	99.992%	100.000%	99.995%							
On-Time Completion of Service*	TBD	TBD	TBD							
On-Time Completion of Projects*	TBD	TBD	TBD							

Operations									
All Trouble Tickets by Type		Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes	
Legacy Voice		467	58%						
IPT		62	8%						
Data		226	28%						
Call Center		19	2%						
Security		30	4%						
Total		804	100%						
Volumes	Count	Notes	MAC Resolved				Count	%	
Activities Created	2733		Voice Hard MAC				617	44%	
Activities Resolved	2402		Call Center Hard MAC				2	0%	
% Resolved	88%		Hard MAC Subtotal				619	44%	
Requests for Information	Count	Avg. Time	Voice Soft MAC				532	38%	
Requests	183		Call Center Soft MAC				0	0%	
Total	183		PON Change (BILL)				7	0%	
Current Support		Count	Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA)				90	6%	
Seats Supported		39427	Non Billable (911A,911D,NSOF,PRMN,NHRD)				17	1%	
Routers Supported		691	Soft MAC Subtotal				646	46%	
Monthly State-wide Hard MAC Allocation		657.12	T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)				40	3%	
Monthly State-wide Soft MAC Allocation		3285.58	T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)				20	1%	
AZNET Support Desk ACD Stats		Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)				16	1%
Offered		1048		T&M Security (LBS1,LBS2,LBS3,LBSQ)				20	1%
Answered		961	92%	Equipment only (EQON)				28	2%
Terminated (voicemail)		64	6%	LVL1				26	2%
Abandon (hang-up)		23	2%	Misc. MAC Subtotal				150	11%
Avg. Time to Answer		15 sec.		Total				1415	100%

Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.